GOSERVICEPRO - CLOSING A WORK ORDER

This process is completed by Field Service and Dispatch using GoServicePro. This article reviews the steps to close a Work Order.

Videos:

- 1. GoServicePro Mobile App for Field Service: Close Work Order
- 2. <u>GoServicePro for Field Service: Work Order Closure</u>
- 3. <u>GoServicePro for Field Service: Closeout Notes Training</u>

Prerequisites:

- 1. Timestamps logged
- 2. Time logged if applicable
- 3. Parts transacted if applicable Service Advisor ONLY

From the Work Order you wish to close:

1. Click the **Close** button in the Work Order ribbon.

New Work Save Cancel	🖻 Time 🖥 Notes 👸 Parts 🔹	Settings Search Resources *		Previous Item	Next Close Form	WO Detail Driving Summary Directions
Actions Workflow	Logging	Dispatch	SLA	Nav	vigation	Report

Note: If timestamps are not entered, you will receive the error message below and will not be able to close the Work Order until timestamps are entered.

this dispatch: Travel te, Travel Stop

2. Select the **Resolution Code** from the dropdown menu.



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3. Next select the **Status** from the dropdown menu. Field Engineers/Service Partners will use Closed-Complete by Tech or Closed-Incomplete.

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	11:25 AM	- @
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- 4. Select and enter information into the remaining fields in the External and Internal Notes.
- 5. Click Save and Close.
- 6. Select the appropriate tab (highlighted orange) and close it to remove the Work Order from your workspace.